

## **Mental Health Call Agenda**

12/18/2014

### **eRMTS Update**

- The November reports are being run, they should be done by Monday
- We will be doing a review of the participants and coordinators, may be on the Program Managers meeting agenda, the review will be in the next few weeks
- Regions were asked to go in and check their staff list to make sure that it is up to date.

### **WITS Release Notes**

- Demonstrated the changes to the Clinical Dashboard. Anyone listed on the treatment team for a client will now be able to view the client on their clinical dashboard. An example would be to add the RWA to the treatment team for each client and thus allow the RWA to view the Dashboard for all clients. It will be a regional decision who to list on a client's treatment team.
- When the next release is pushed, staff will be able to review and change the status on all feedback from the supervisor to the primary care staff. Previously staff could only review and change the status on the most recent feedback.
- Two new fields have been added to the Intake Screen. The first is the "Is client under court supervision?" This field is required and should be marked as Yes if the client is on probation, parole, or under any other court supervision. The second new field is "Supervising County." This field is only required if "Is client under court supervision" has been marked as Yes. If this field is required, enter the county for which the client is under court supervision as referenced by the "Is client under court supervision field."

### **WITS Testing in 2015**

- Each time a release is made, WITS requires testing to check for "Bugs" prior to being loaded into the production site. Historically the RWA's helped with the testing. Recently staff on the WITS helpdesk has been completing the testing without the assistance of the RWAs. The decision was made to again

have the RWA's assist with the testing releases. After the first of the year, guidance will be created and sent to the regions for this purpose. More information will be sent to the RWAs as it becomes available.

#### MH Update calls for 2015 are scheduled

- All 2015 Mental Health Update calls have been scheduled, and can be viewed on the [www.wits.idaho.gov](http://www.wits.idaho.gov) training calendar. Contact Sue Wherry with any questions regarding dates, times or agenda's.

#### Policy Update

##### MH receipts, Tracking spreadsheet, Awaiting review vs Hold

- What happens if a client does not pay, a statement will continue to generate, DHW does have the ability to send to collections, if that happens a claim will no longer generate a monthly statement. Typically claims less than \$100.00 are not sent to collections. Individual claim items that are less than \$1 will not be billed.
- Central Office is currently working on policy for Fee reduction and write-offs.
- Purchasing Prepaid Self-Addressed return envelopes is not currently feasible. Although the regional office's cannot accept payments, they can accept a sealed pre-addressed envelope from a client which can then be sent to Central Revenue Unit.
- Central Revenue Unit includes a pre-addressed return envelope with each statement. It will be up to the regions to determine if they will pay the postage for mailing the payments to CRU.
- Clients refusing to sign the Fee determination will be billed at 100%. It has been determined that a Fee Determination report will be entered using household size as 1, household income as \$100,000 and deductions as \$0 and write "Client refused to sign" on the forms signature line. Staff should then enter a misc. note indicating the client will be entered at 100% obligation due to refusing to sign the fee determination form.
- A guidance form will be created and located in the Idaho WITS homepage for reference.
- We are working with FEi to cost a change to add refused to sign on the dropdown in WITS.
- Please encourage staff to discuss with the client that they will receive claims, and see if the client can be convinced to sign the form.

#### Update Current Contract rates for Community Hospitalization in WITS

- In recent review of the Community Hospitalization information it was noted that the current contract rates have not been updated in many of the regions. RWA's have been asked to review and update the contract rates on community hospital programs in WITS.

#### Program Enrollment for Committed Clients

- It has been decided that a new commitment program will not be added in WITS.
- The WITS Help Desk is currently working on creating a rule to prevent overlapping hospital program enrollments for committed clients which should help with having "duplicate" enrollments for the same client in varying community hospital programs.

#### Billing – MH receipts, Tracking spreadsheet, Awaiting review vs Hold

- Some receipts have begun to come in from the Mental Health billing. Program Managers will be able to view the amounts on their budget reports.
- Sue will continue to send a spreadsheet to the Regions each month showing the detail of the billing claims that are being processed.
- Please remember to continue reviewing encounter lists and claim lists to keep billing current. The billing reports are generated on the 10<sup>th</sup> of the month for the previous months claim items.
- If you have a claim that you do NOT want to be billed, Please mark it as "Awaiting Review". Claim items that are in the status of "Awaiting Review" will not be processed. (in the past RWA's could mark claims with the status of HOLD however we are reserving that status for use by the Central Office when processing claim items for billing)
- Sue is working on a guidance document for the billing procedure and will post it on the Idaho WITS Homepage when completed.
- Sue is now the point of contact on billing for Mental Health services

#### Training Requests

- The regions were asked to submit training requests to the WITS Help Desk for the upcoming year. If there is an area of functionality that you feel would be beneficial to have training review on we can set up a time for the

training.

Other

- Scheduler-procedure is not letting you click a letter to jump to that place in the dropdown list. Robert indicated this item has been submitted to FEI to be fixed. Because it does not affect production, it is not on a high priority list which is why it is taking longer to remedy. Robert will follow-up to check on progress of completion date.

Attendees:

- Central Office: Sue Wherry, Robert Willingham, Kym Schreiber, Casey Moyer
- Region 1:
- Region 2:
- Region 3: Sherri Edwards
- Region 4:
- Region 5: Sharyn Justus, Sally Bryan, Lee Wilson
- Region 6: Cindy Wilson, Michele Osmond, Paula Miller, Sue Chadwick
- Region 7: Danielle Stohl